

## MyCity and Booking Inspections Online

### Step-by-Step Instructions

**What Is MyCity?** MyCity is your “one-stop-shop” for City of Victoria transactions. MyCity is a new way to access your City accounts online, 24 hours a day.

**How do I get a MyCity account?** Simply create a free profile and register your account(s) following the instructions below, and access your information anytime.

**Why use MyCity to book inspections?** MyCity is accessible on any device with an internet connection. By registering your account on MyCity, you can track the progress of your permits and inspections and book your inspections online. You will also be able to view the results of your inspection as soon as 24 hours after the inspection.

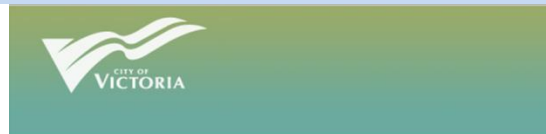
**Who do I contact if I have questions?**

- General MyCity questions: email – [MyCity@victoria.ca](mailto:MyCity@victoria.ca) or phone – 250.361.0224
- Building Permits – 250.361.0344
- Electrical Permits – 250.361.0343
- Plumbing Permits - 250.361.0345

### Register for a MyCity Profile

1. **Navigate to Victoria.ca → Finance → MyCity Online or follow the link to <https://tender.victoria.ca/tempest/prod/mycity/public/register.cfm>**

Click on “Register Now” to create a new profile.



Email Address:

Password:

Don't have a profile? [Register now.](#)

Forgot your password? Fill in your email address and [Reset it.](#)

Read the [Terms of Use](#)

2. **Complete the form by filling out your personal information and click on “Register”.**

The following screen will be displayed when your profile has been successfully submitted.



#### Registration

Your profile has been created.

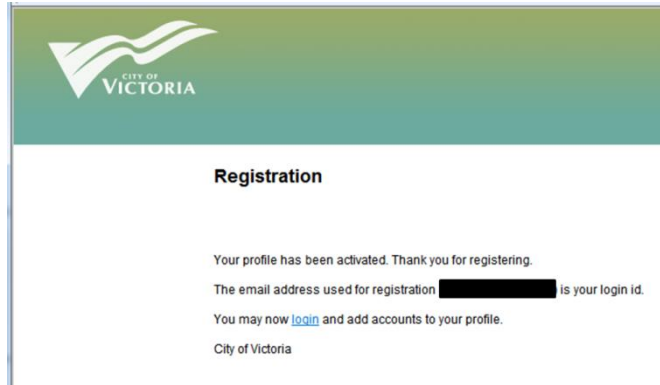
An email has been sent to [kwilson@victoria.ca](mailto:kwilson@victoria.ca). Follow the steps in that email to complete the registration.

Return to the [login](#) page.

3. An email will be sent to the email provided during registration. Follow the link provided in the email.

The following message will be displayed when your profile has been successfully registered.

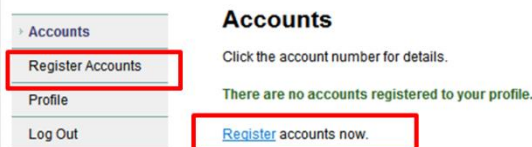
You can now add accounts to your MyCity profile.



## Registering an Account in MyCity

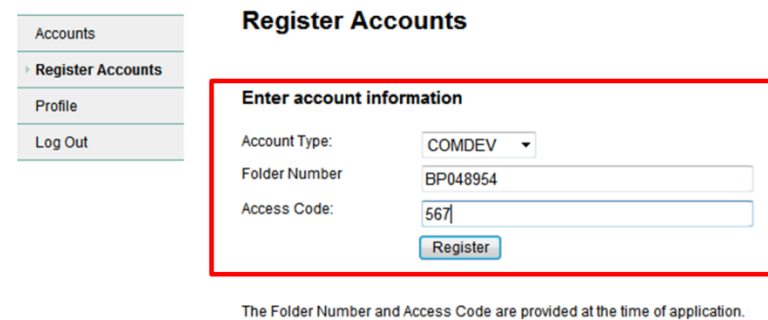
In order to register an account, you must have an active MyCity profile. Go to <https://tender.victoria.ca/tempestprod/mycity/public/register.cfm> to register for a MyCity account.

1. Click on the “Register Accounts” tab on the left or the “Register Accounts now” at the bottom of the screen.

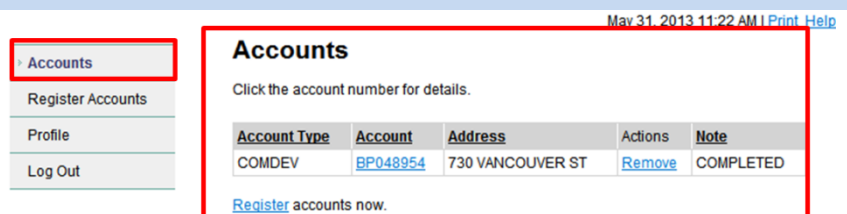


2. Enter the account type (COMDEV for Building, Plumbing and Electrical Permits), Folder Number (folio number), and the access code.

Then click “Register”. A message will display notifying you that the account has successfully been registered.



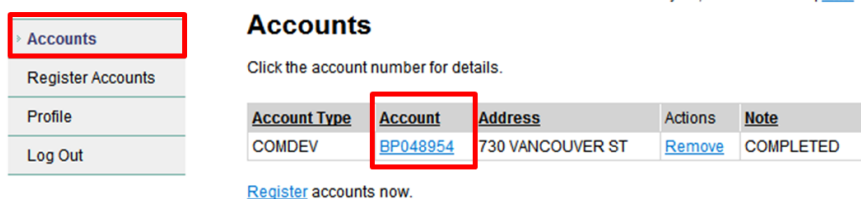
3. The Account will now be visible under your “Accounts” tab.



## Booking an Inspection in MyCity Using eInspections

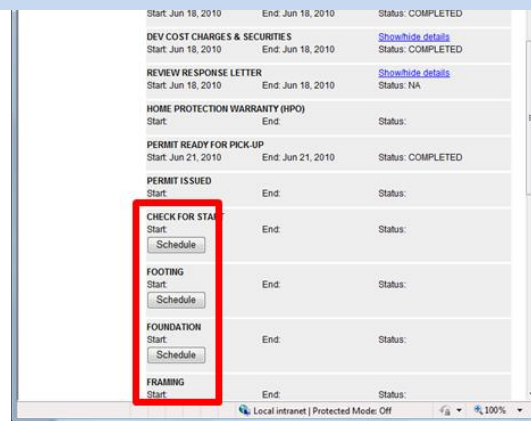
To book an inspection online, you must have a registered account on your MyCity profile.

1. Click on the Account Number under the “Account” column that the inspection will be booked for.



2. Click on the “Schedule” button for the inspection task.

The list of tasks for a folder will be displayed. Inspection tasks that are ready to be scheduled will display the “Schedule” button.



3. Fill out the fields for the inspection. Click the “Schedule” button when complete.

In the “Notes” field, you can make a request for either the AM or PM, although it is not guaranteed that you will obtain that block.

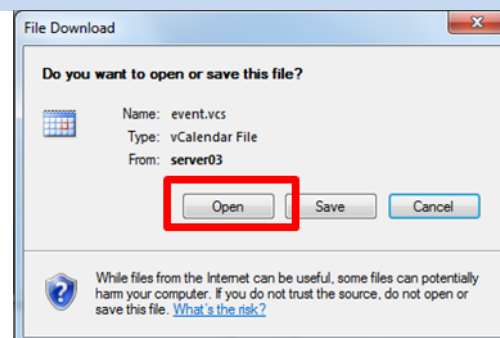
A screenshot of a 'Schedule an Inspection' dialog box. The dialog contains fields for Folder (BP040979), Inspection (CHECK FOR START), Date (05/19/2011), Requestor (Pamela Builder), Phone (604-555-1234), and Notes (AM please). The 'Schedule' button is highlighted with a red box.

4. The inspection will be shown in MyCity with a status of “Scheduled”.

You can add the inspection to your Outlook/iCal calendar by clicking the “Add to calendar” link.

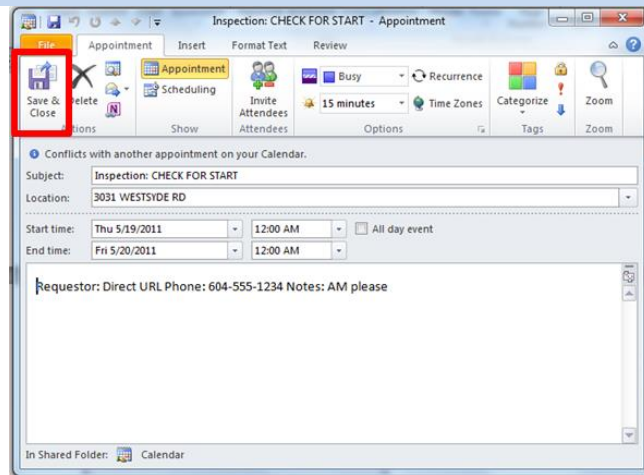
A screenshot of the 'CHECK FOR START' inspection details. The 'Status' is 'SCHEDULED'. The 'Add to calendar' link is highlighted with a red box.

5. Clicking the “Open” button (when the desktop Calendar application is Outlook) opens an Appointment dialogue.



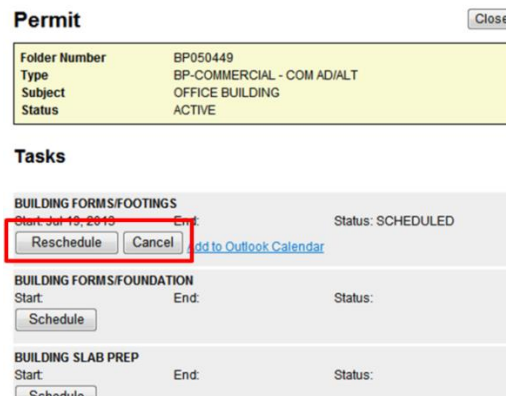
6. Click “Save & Close” to save the appointment to your calendar.

**Note:** If the inspection date or time changes, the Outlook appointment will not automatically update in your calendar. You will need to update it manually.



## Cancelling or Rescheduling an Inspection in MyCity

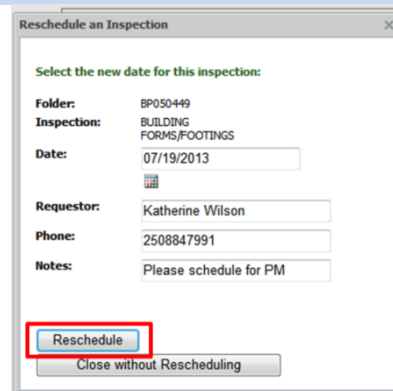
1. Open the Folder which has the inspection you would like to cancel and click on the “Cancel” or “Reschedule” button for the inspection you would like to Cancel or Reschedule.



2. If you click on “Reschedule”, the scheduling window will open. Select the new date you would like to book your inspection on.

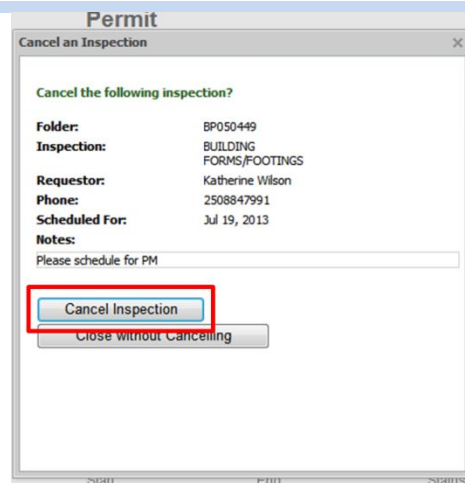
Click the “Reschedule” button when complete.

Your inspection will now be rescheduled for the date you selected.



3. If you click on “Cancel”, you may include notes, although it's not required.

Click the “Cancel Inspection” button when complete.



When an inspection is CANCELLED, the original task is set to CANCELLED and another task of the same type is inserted.

The new inspection can now be scheduled online.

## Permit

Close

Folder Number	BP050449
Type	BP-COMMERCIAL - COM AD/ALT
Subject	OFFICE BUILDING
Status	ACTIVE

## Tasks

BUILDING FORMS/FOOTINGS		
Start:	End:	Status:
<input type="button" value="Schedule"/>		
BUILDING FORMS/FOOTINGS		
Start: Jul 19, 2013	End: Jul 19, 2013	Status: CANCELLED
BUILDING FORMS/FOUNDATION		
Start:	End:	Status:
<input type="button" value="Schedule"/>		